

Message Text

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ACTION OC-06

INFO OCT-01 NEA-09 ISO-00 CCO-00 SS-20 SSO-00 /036 W

----- 076560

O P 021315Z AUG 74

FM AMEMBASSY DAMASCUS

TO SECSTATE WASHDC IMMEDIATE 1139

INFO AMEMBASSY BEIRUT PRIORITY

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BEIRUT FOR RCO AND ADMIN OFFICER MR. MILLS

DEPARTMENT FOR NEA/EX

E.O. 11652: N/A

TAGS: ACOM, APER, SY

SUBJECT: COMMUNICATION WORKLOAD

REF: JONES/MILLS TELCON AND LEE/MILLS TELCON

1. PRESENT WORKLOAD IN CRU IS DEFINITELY BECOMING MORE THAN ONE PERSON CAN HANDLE. BUREAU AND DEPARTMENT ARE AWARE OF THIS AND HAVE RESPONDED QUICKLY TO MAKE THIS A TWO MAN UNIT. PROBLEM IS, HOWEVER, AN IMMEDIATE ONE. PRESENT TDY COMMUNICATOR (HARCUM, GIL) IS DOING AN OUTSTANDING JOB BUT THE WORK LOAD IS BEYOND WHAT ONE MAN CAN COPE WITH. FOR EXAMPLE BELOW ARE A FEW STATISTICS THAT HAVE BEEN COMPLETED FOR LAST TWENTY DAYS:

A) OUTGOING TRAFFIC - 20 TO 25 PER DAY

B) INCOMING TRAFFIC (NOT INCLUDING SERVICES OR C/C) 50 PER DAY.

C) NUMBER OF TIMES CALLED IN - 16

D) TOTAL OVERTIME CLAIMED - 62 HOURS

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2. AVERAGE DAY GOES SOMETHING LIKE THIS:

0730 START UP AND PULL DAILY TAKE;

1030 DAILY TAKE COMPLETED. DURING THIS TIME NO OTHER WORK CAN BE DONE SINCE MESSAGES HAVE TO BE LOGGED, TIME STAMPED AND IN SOME CASES ZDF'D;

1030 - 1230 COMPLETE DISTRIBUTION;

1230 - 1330 GENERAL FILING AND START CUTTING MESSAGES;

1330 - 1430 CONTINUE CUTTING MESSAGES (1430 END OF WORK DAY);

1430 - 1630 CONTINUE SENDING MESSAGES (NOW ON OVERTIME).

AS ONE CAN SEE THERE IS NO WASTED TIME AND NO TIME TO PUT OFF TO THE NEXT MORNING MESSAGES RECEIVED FOR SENDING DURING THE DAY. ALSO DUE TO TIME DIFFERENCE ALL CALL INS ARE LATE AT NIGHT OR EARLY IN THE MORNING. THIS ADDS TO COMMUNICATORS WORK LOAD AND ALSO DOES NOT ALLOW ANY REAL TIME OFF. COMMUNICATOR NOT CLAIMING EXCESS OVERTIME AND IN FACT MANY HOURS ARE BEING WORKED GRATIS.

3. IN ORDER TO ALLEVIATE PART OF THE PROBLEM CRU WILL CHANGE OPERATING HOURS TO FIVE DAY WEEK (0730 - 1530 MONDAY THROUGH FRIDAY) AND REMAIN CLOSED SATURDAY AND SUNDAY. THIS WILL CUT BACK ON OVERTIME AND ALSO GIVE CRU MORE TIME TO HANDLE LATE AFTERNOON TRAFFIC.

3. WITH ARRIVAL OF AMBASSADOR AND OTHER OFFICERS IN AUGUST POST REQUEST THAT BUREAU STRONGLY CONSIDER POSSIBILITY OF ANOTHER TDY COMMUNICATOR FOR MONTH OF AUGUST OR UNTIL ARRIVAL OF REGULAR CRU PERSONNEL.

4. POST ALSO REQUESTS DEPARTMENT TO PLACE MINIMIZE IN EFFECT FOR DAMASCUS FOR REMAINDER OF MONTH OF AUGUST.

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5. DECLASSIFY UPON RECEIPT.
SCOTES

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NNN

Message Attributes

Automatic Decaptioning: X
Capture Date: 01 JAN 1994
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: n/a
Control Number: n/a
Copy: SINGLE
Draft Date: 02 AUG 1974
Decaption Date: 01 JAN 1960
Decaption Note:
Disposition Action: RELEASED
Disposition Approved on Date:
Disposition Authority: boyleja
Disposition Case Number: n/a
Disposition Comment: 25 YEAR REVIEW
Disposition Date: 28 MAY 2004
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1974DAMASC01562
Document Source: CORE
Document Unique ID: 00
Drafter: n/a
Enclosure: n/a
Executive Order: N/A
Errors: N/A
Film Number: D740210-0853
From: DAMASCUS
Handling Restrictions: n/a
Image Path:
ISecure: 1
Legacy Key: link1974/newtext/t19740880/aaaacqjr.tel
Line Count: 109
Locator: TEXT ON-LINE, ON MICROFILM
Office: ACTION OC
Original Classification: LIMITED OFFICIAL USE
Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
Page Count: 2
Previous Channel Indicators: n/a
Previous Classification: LIMITED OFFICIAL USE
Previous Handling Restrictions: n/a
Reference: JONES/MILLS TELCON AND LEE/MILLS TEL, CON
Review Action: RELEASED, APPROVED
Review Authority: boyleja
Review Comment: n/a
Review Content Flags:
Review Date: 26 AUG 2002
Review Event:
Review Exemptions: n/a
Review History: RELEASED <26 AUG 2002 by elyme>; APPROVED <24 FEB 2003 by boyleja>
Review Markings:

Declassified/Released
US Department of State
EO Systematic Review
30 JUN 2005

Review Media Identifier:
Review Referrals: n/a
Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
Secure: OPEN
Status: NATIVE
Subject: COMMUNICATION WORKLOAD
TAGS: ACOM, APER, SY
To: STATE
Type: TE
Markings: Declassified/Released US Department of State EO Systematic Review 30 JUN 2005